

ABSTRACT

Methods and systems are provided for communicating with a technician at a customer service location in a telecommunications system. One method embodiment includes generating an electronic message in an administration system; transmitting the generated electronic message from the administration system through a technician server operatively associated with the administration system; and, displaying the generated electronic message on a screen display adapted for viewing with an access device of the technician at the customer service location. One system embodiment includes an administration system configured for generating at least one electronic message; a technician server operatively associated with the administration system; and, a screen display adapted for receiving and displaying the generated electronic message for viewing on an access device of the technician at the customer service location. Computer-readable media embodiments of the present methods are also provided.